Information and Privacy
Commissioner of Ontario

BLACKBERRY® CLEANING:
TIPS ON HOW TO WIPE
YOUR DEVICE CLEAN OF PERSONAL DATA

by

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If you do not have the support of a large organization using an enterprise server, and you are upgrading to a new BlackBerry, sending yours in for repair, or no longer planning on using it, be sure that you wipe the device clean of all your personal information.

Passwords are Important: As important as putting a lock on your front door. A password will prevent unauthorized access to your personal information. Your BlackBerry device has options for password complexity, time out periods (when you are not using your device), and even periodic challenges so that if someone grabs your device, after a set period of time, it will automatically lock regardless of use.

Creating a password is simple and easy to do. First, go into **Options** (the "wrench" icon on the Home screen); then select **Security Options**; then **General Settings**; then click on **Password** and select **Enable**; then type in your password and confirm it. Remember to select a strong password and not use easily recognizable passwords such as a birthday or your spouse's name. Use a password that is at least eight characters in length and combines letters, numbers, and symbols. Also remember to never give out your password to anyone.

Option 1: Manual Wipe: In order to perform a manual wipe of your BlackBerry, go into **Options** (the "wrench" icon on the Home screen); then select **Security Options**; then **General Settings**; then click on **Password** and select **Wipe Handheld**. You will be prompted to enter **blackberry** in order to confirm the system wipe. Before doing this, you may wish to back up your data using the Desktop Manager software.[1]

Remote Wipe: If you have installed **BlackBerry Unite!** Software on your device, you may remotely wipe your handheld in the same way that the users of IT departments with large enterprise servers conduct a remote wipe. **BlackBerry Unite!** is available free from RIM's website: **http://na.blackberry.com/eng/services/blackberryunite/**.

Option 2: Incorrect Password Entry: For this, you need to have a password in place. By entering an incorrect password into your BlackBerry 10 (that's the default number) consecutive times, the device is programmed to go into delete mode and wipe itself as a security precaution. After you enter the 10th incorrect password, you will be prompted to type the word **blackberry** in order to confirm the wipe.

Option 3: Also remove your SIM card and any additional memory cards that are located underneath the battery. (Just open the back of your BlackBerry, pull out the battery first, then remove the smaller SIM chip.) You may transfer these to another device if applicable, or securely destroy them (by taking a hammer to them, for example).

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1   This backup process is detailed on a RIM document for repurposing devices at **http://www.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB05099&sliceId=&dialogID=201270026&stateId=1%200%20201266506**.